



Date: May 25, 2006

To: Workforce Development Board Directors
Job Service Directors
Job Service Supervisors
ASSET User Group Members

From: Connie Colussy, Director
Bureau of Workforce Programs

Subject: **Draft for 30-Day Review and Comment: Revised WIA Policy Update 04-10
Planned Gap in Service Policy**

Purpose

This policy update provides guidance to Workforce Development Boards (WDBs) regarding the reporting of a planned gap in service to prevent an automated exit for participants who cannot begin services within 90 days due to health/medical reasons or a delay in the start of a training activity.

Legislative/Regulatory References

- U.S. DOL Training and Employment Guidance Letter (TEGL) 17-05: Common Measures Policy for the Employment and Training Administration's (ETA) Performance Accountability System and Related Performance Issues

Background

The U.S. Department of Labor (U.S. DOL) updated and expanded this policy with the publication of TEGL 17-05 in March 2006. The TEGL states that "a participant should not be considered exited if there is a gap in service of greater than 90 days" if the gap in service is due to a delay before the beginning of training, a health/medical or family care condition prevents an individual from participating in services, or if the participant temporarily moves from the area. This policy update is being revised to align with current Federal guidelines for reporting a planned gap in service in the Automated Systems Support for Employment and Training (ASSET) system.

Policy

A participant may have a planned gap in service if:

1. The service cannot begin within 90 calendar days of the planned begin date, and
2. The gap in service is due to a delay before the beginning of training, or
3. A health/medical condition or providing care for a family member prevents an individual from participating in services.

A planned gap in service will prevent a soft exit from occurring. However, case managers should not use the planned gap in service to prevent a soft exit. Local Program Liaisons and other Division of Workforce Solutions staff will monitor this activity. The condition must be documented. Acceptable documentation includes training class schedules that show the date training will begin or a letter from physician or other health care professional. A planned gap in service must be greater than 90 days and less than 180 consecutive calendar days from the actual end date of the most recent service the participant received. During that time, the participant should be addressing the barriers that are preventing program participation. If the situation has not been resolved by the end of this period, the case manager may initiate a second gap in service for up to an additional 180 consecutive calendar days.

If the participant has not returned to the program to complete the program services, the participant will be exited from the program. The exit date will be the last date on which the individual received a service, even if that service was 361 days earlier.

ASSET Reporting

The planned gap in service can be found in the Manage Services Menu. For Adults and Dislocated Workers, the service is a Core Self- or Informational Service. For Youth, the service is included in the list of youth services.

Planned gaps in service will be monitored annually. Documentation must include the reason for the gap in service, the date the gap begins and the planned end date and a statement of the participant's intent to return to complete program services. Failure to properly document the gap in service may result in adjustments to performance measures and incentive awards or a change in the reporting process for this activity.

If due to a delay before the beginning of training, the case manager must have documentation from the training provider to support the request. If the gap in service is due to a health/medical condition or family care circumstances, the case manager must have a statement from the participant's health care provider or other professional source that he or she is unable to participate in the program for the duration of the service gap.

If the gap in service is the result of a temporary move from the area, the participant must produce documents that describe the reason for the move and the expected date of return. If the move is the result of military service, the documentation may be in the form of notification from the armed forces branch that is requiring the move.

Action Required

Comments are due by Monday, June 26, 2006. Please send your comments, questions and suggestions to Nancy Bryan at the address above or at nancy.bryan@dwd.state.wi.us.

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